

**Louisiana
Relay Administration Board**

**Baton Rouge, Louisiana
Phone (225) 343-4848**

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**Federal Communications Commission
Office of the Secretary**

**Larry G. Henning, President
Thelma Covello, Vice-President
Paul F. Guarisco, Sec.-Treasurer**

**Ann Hill
Bonnie Eades**

June 28, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: Louisiana TRS Consumer Complaint Log Summaries for June 1, 2005
through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory:

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service in Louisiana. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service in Louisiana.

Hamilton tracks all complaints and all other customer service activity for the State of Louisiana. The State of Louisiana's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact Mr. Larry Henning, President of the Louisiana Relay Board, at (225) 927-1381 or Ms. Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with questions regarding the enclosed.

Sincerely,

Paul F. Guarisco
Secretary/Treasurer
Louisiana Relay Administration Board

Enclosures

cc: Ms. Dixie Ziegler
Mr. Lawrence C. St. Blanc

Louisiana Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 03/17/2006
Record ID 9250
Call Taken By
CA Number
Responded By Customer Service
Response Date 03/17/2006
Resolution Date 03/23/2006

Customer stated that occasionally when they place a call to the relay using the 800 number, there is no answer.

Customer Service apologized and forwarded the information to the technical department for further investigation. Customer Service and the technical department placed test calls with the customer and determined that it was a problem with the customer's phone line. Customer was appreciative.

Service Complaints--CA Gave Wrong Information

Inquire Date 06/28/2005
Record ID 8869
Call Taken By Customer Service Rep
CA Number
Responded By Barbara
Response Date 06/28/2005
Resolution Date 06/28/2005

Customer stated that the CA gave incorrect information to the person they had called.

Customer Service apologized and attempted to get additional information from the customer about their call. Customer was upset and began using abusive language. Customer Service informed the customer that the additional information was needed to help resolve the customer's complaint. Customer Service explained if the abusive language continued, the call would be terminated. Customer continued the abusive language and the call was terminated.

Service Complaints--CA Did not Keep User Informed

Inquire Date 09/25/2005
Record ID 8973
Call Taken By Supervisor
CA Number 1186F
Responded By Derek
Response Date 09/25/2005
Resolution Date 09/25/2005

Customer stated the CA was not responding.

Supervisor explained to the customer that the CA was waiting for the terminating party to respond to the customer. Customer understood and was satisfied.

Service Complaints--CA Did not Keep User Informed

Inquire Date 02/27/2006
Record ID 9209
Call Taken By Supervisor
CA Number 1296 F
Responded By Supervisor
Response Date 02/27/2006
Resolution Date

Customer stated that the CA did not pay attention to the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

*Inquire Date 03/01/2006
Record ID 9213
Call Taken By Operations Mgr
CA Number 1390 M
Responded By Asst. Operations Manager
Response Date 03/01/2006
Resolution Date 03/01/2006*

Customer stated that the CA had poor typing and did not keep the customer informed during the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 63 WPM with 96% accuracy.

Service Complaints--CA Misdialed Number

*Inquire Date 07/19/2005
Record ID 8891
Call Taken By Lead CA
CA Number 1172F
Responded By Chantell
Response Date 07/19/2005
Resolution Date 07/19/2005*

Customer stated the CA dialed the wrong number.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Misdialed Number

*Inquire Date 01/26/2006
Record ID 9153
Call Taken By
CA Number
Responded By
Response Date 01/27/2006
Resolution Date*

Customer stated that they were charged long distance for a call that the CA dialed incorrectly.

Customer Service apologized and asked the customer to send a copy of the bill. Customer Service received a copy of the bill and forwarded the information to the billing department for reimbursement. Reimbursement was made and customer was satisfied.

Service Complaints--CA Misdialed Number

*Inquire Date 02/17/2006
Record ID 9193
Call Taken By Supervisor
CA Number 1168
Responded By Supervisor
Response Date 02/17/2006
Resolution Date 02/17/2006*

Customer stated that the CA misdialed the number, used improper language and disconnected the terminating party improperly.

Supervisor apologized and stated that the CA would be counseled. The technical department investigated and discovered that the CA handled the call properly. CA was counseled on proper call procedures and customer was satisfied.

Service Complaints--CA Misdialed Number

*Inquire Date 03/09/2006
Record ID 9226
Call Taken By Supervisor
CA Number 5057 F
Responded By Supervisor
Response Date 03/09/2006
Resolution Date 03/09/2006*

Customer stated that the CA dialed the wrong number.

Supervisor apologized and stated that the CA would be counseled. Supervisor explained if the misdialed call was a long distance call, to send a copy of the bill to the relay for reimbursement. The call was not long distance and the customer was satisfied.

<i>Service Complaints--CA Misdialed Number</i>	Customer stated that the CA dialed incorrectly. Customer was concerned that they might be billed for the call even though it was a local number.
<i>Inquire Date 03/09/2006</i>	
<i>Record ID 9256</i>	
<i>Call Taken By Supervisor</i>	Customer Service apologized and explained that if the customer received a bill for the call to contact the relay. CA was counseled and the customer was satisfied with the results.
<i>CA Number 5057</i>	
<i>Responded By Derek Williamson</i>	
<i>Response Date 03/09/2006</i>	
<i>Resolution Date 04/04/2006</i>	

<i>Service Complaints--CA Misdialed Number</i>	Customer stated that the CA dialed a wrong number from their speed dial list. Customer inquired if the names were similar in sound when spoken.
<i>Inquire Date 04/10/2006</i>	
<i>Record ID 9269</i>	
<i>Call Taken By Lead CA</i>	Customer Service apologized and stated that the CA would be counseled.
<i>CA Number 1396</i>	Customer Service explained that certain names can sound similar at times. CA was counseled and customer was satisfied.
<i>Responded By Cory</i>	
<i>Response Date 04/10/2006</i>	
<i>Resolution Date 04/10/2006</i>	

<i>Service Complaints--CA Typing</i>	Customer stated the CA's typing was very poor.
<i>Inquire Date 10/05/2005</i>	
<i>Record ID 8994</i>	
<i>Call Taken By Supervisor</i>	Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 70 WPM with 98% accuracy.
<i>CA Number 1379F</i>	
<i>Responded By Tauna</i>	
<i>Response Date 10/01/2005</i>	
<i>Resolution Date 10/01/2005</i>	

<i>Service Complaints--CA Typing</i>	Customer stated that the CA had poor typing.
<i>Inquire Date 10/13/2005</i>	
<i>Record ID 9000</i>	
<i>Call Taken By Lead CA</i>	Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 77 WPM with 96% accuracy.
<i>CA Number 1146F</i>	
<i>Responded By Marshae</i>	
<i>Response Date 10/13/2005</i>	
<i>Resolution Date 10/13/2005</i>	

<i>Service Complaints--CA Typing</i>	Customer stated that the CA had poor typing.
<i>Inquire Date 11/18/2005</i>	
<i>Record ID 9068</i>	
<i>Call Taken By Supervisor</i>	Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 67 WPM with 96% accuracy.
<i>CA Number 1237F</i>	
<i>Responded By Lori</i>	
<i>Response Date 11/18/2005</i>	
<i>Resolution Date 11/18/2005</i>	

Service Complaints—CA Typing

***Inquire Date 12/12/2005
Record ID 9094
Call Taken By
CA Number 1286 M
Responded By Brian
Response Date 12/13/2005
Resolution Date***

Customer complained that the CA did a poor job typing.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 69 WPM with 98% accuracy.

Service Complaints--CA Typing

***Inquire Date 02/16/2006
Record ID 9191
Call Taken By Customer Service Rep
CA Number 1156 F
Responded By Customer Service
Response Date 02/16/2006
Resolution Date 02/17/2006***

Customer stated that the CA continued to type when the customer was typing. Customer was unable to get through to the CA and hung up.

Customer Service apologized and stated that the CA would be counseled. The technical department investigated and discovered no evidence of a technical or CA error. Customer Service explained that perhaps there may be a problem with the equipment. Customer refused assistance and hung up.

Service Complaints--CA Typing

***Inquire Date 04/18/2006
Record ID 9288
Call Taken By Lead CA
CA Number 1305M
Responded By
Response Date
Resolution Date***

Customer stated that the CA had several typing errors and that there was a lack of call focus.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 65 WPM and 99% accuracy.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 08/20/2005
Record ID 8935
Call Taken By Lead CA
CA Number
Responded By Karen
Response Date 08/20/2005
Resolution Date 08/20/2005***

Customer has been receiving harassing phone calls and wanted the relay number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order then we could release call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/20/2006
Record ID 9244
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 03/20/2006
Resolution Date 03/20/2006***

Customer had received a harassing call.

Supervisor apologized and suggested contacting their local telephone company and report the incident to law enforcement. Supervisor explained that if the customer obtains a court then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/10/2006
Record ID 9317
Call Taken By Customer Service Mgr
CA Number
Responded By Babs Williams
Response Date 05/10/2006
Resolution Date 05/10/2006***

Customer has received a fraudulent call and wanted to know the originator.

Customer Service suggested that the customer contact law enforcement, as that is our recommendation. Customer Service further explained that if the customer was able to obtain a court order, then the call information could be released to the Court. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 03/05/2006
Record ID 9245
Call Taken By Customer Service Rep
CA Number
Responded By Customer Service
Response Date 03/05/2006
Resolution Date 03/10/2006***

Customer stated that the CA did a poor job of processing the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and the customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 03/10/2006
Record ID 9227
Call Taken By
CA Number 5006 F
Responded By Customer Service
Response Date 03/10/2006
Resolution Date 03/10/2006***

Customer stated that the CA did not follow the proper procedure.

Customer Service apologized and explained that the CA would be counseled. CA was counseled. Customer was upset, but understood.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 04/06/2006
Record ID 9275
Call Taken By Supervisor
CA Number 1268
Responded By
Response Date
Resolution Date***

Customer stated that the CA dialed a long distance number without using the calling card information that had been given. Customer had hung up after realizing they were being billed.

Customer Service apologized and forwarded the information to the technical department. The technical department investigated and discovered that the call had been billed without using the calling card information. Customer Service contacted the customer and requested a copy of their telephone bill be sent to the relay when they receive it for reimbursement. There has been no further contact from the customer. CA was counseled.

***Service Complaints--Confidentiality
Breach***

***Inquire Date 08/01/2005
Record ID 8913
Call Taken By Lead CA
CA Number 1330F
Responded By Barbara
Response Date 08/01/2005
Resolution Date 08/02/2005***

Customer stated that a CA had kept their telephone number and had called her back. Customer also stated that they knew it was a CA calling because the CA referred to the relay and to a call that had been placed through the relay by the customer.

Customer Service apologized and assured the customer that the CA would be reprimanded. Customer was satisfied. The technical department investigated the call information to ascertain the CA's number. CA denied the accusation, but the CA was counseled in the the importance of confidentiality.

Service Complaints--Ringling/No Answer

***Inquire Date 03/17/2006
Record ID 9254
Call Taken By Supervisor
CA Number 5048
Responded By Kyndel King
Response Date 03/17/2006
Resolution Date 04/04/2006***

Customer stated that a recent call through the relay, rang approximately 18 times with no answer. Customer was upset that a CA did not answer because the customer generally places long calls and a CA did not want to spend the time on the call.

Customer Service apologized and explained that if the call rang for a long time going into the relay, that the relay was busy at that time and no CA was available to take the call. Customer understood. Hamilton answered 99% in 10 seconds on that day.

***Service Complaints--CA Hung Up on
Caller***

***Inquire Date 02/14/2006
Record ID 9181
Call Taken By Supervisor
CA Number 1176
Responded By Customer Service
Response Date 02/17/2006
Resolution Date 02/17/2006***

Customer stated that the CA did not process the call properly and hung up.

Customer Service apologized and stated that the CA would be counseled. The technical department investigated and discovered that the CA handled the call properly. CA was counseled on proper call procedures and customer was satisfied.

Service Complaints--Miscellaneous

***Inquire Date 06/06/2005
Record ID 8841
Call Taken By Customer Service Rep
CA Number 1148F
Responded By Marshae
Response Date 06/06/2005
Resolution Date 06/06/2005***

Customer stated that they wanted a different CA.

Lead CA explained to the customer that the relay was busy and that there were no available CAs. Lead CA asked that the customer try their call again in a few minutes or that they could hold for the next available CA. Customer was upset and began cursing at the Lead CA. Customer disconnected before explaining why they had requested a different CA. No further action is possible since the customer did not leave a phone number for follow-up. CA's Quality Assurance score is 97.6%.

Service Complaints—Miscellaneous

***Inquire Date 06/20/2005
Record ID 8866
Call Taken By Supervisor
CA Number 1382
Responded By Donte
Response Date 06/20/2005
Resolution Date 06/20/2005***

Customer stated they are tired of having to repeat their number to the CA.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 07/10/2005
Record ID 8885
Call Taken By Lead CA
CA Number 1292F
Responded By Chantell
Response Date 07/10/2005
Resolution Date 07/10/2005***

Customer stated that the CA did not do a good job on the call.

Lead CA apologized and requested additional information. Customer refused to give additional information to Lead CA and hung up. CA was counseled.

Service Complaints—Miscellaneous

***Inquire Date 07/19/2005
Record ID 8890
Call Taken By Lead CA
CA Number 1266
Responded By Karen
Response Date 07/19/2005
Resolution Date 07/19/2005***

TTY customer was upset when the CA reached another TTY and would not allow the call to process.

Lead CA apologized and explained that the relay does not process TTY to TTY calls except in cases where a switchboard must be accessed first in order to connect to a TTY. Customer understood and was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 01/06/2006
Record ID 9132
Call Taken By
CA Number
Responded By Michelle
Response Date 01/11/2006
Resolution Date 01/11/2006***

Customer stated that the CAs do not wait long enough for them to read the Braille print on the TTY before sending 'CA here are you there?'.

Customer Service apologized and suggested adding this information to the customer's profile. Customer Service forwarded the customer's information to the technical department for processing. The profile was updated in the system. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 04/08/2006
Record ID 9271
Call Taken By Lead CA
CA Number 1165
Responded By Cory
Response Date 04/08/2006
Resolution Date 04/08/2006***

Customer stated that the CA did not handle their call well.

Customer Service apologized and explained that the CA would be counseled. Customer would not give call details. CA was counseled and customer was satisfied.

Service Complaints—Miscellaneous

Inquire Date 04/21/2006

Record ID 9291

Call Taken By Customer Service Mgr

CA Number

Responded By Babs Williams

Response Date 04/24/2006

Resolution Date

Customer requested clarification about the relay recording reached when all lines were busy.

Customer Service explained what the recording meant and if they receive this recording to continue to hold. Customer was satisfied.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

Inquire Date 06/07/2005

Record ID 8838

Call Taken By Lead CA

CA Number 1100M

Responded By Beth

Response Date 06/07/2005

Resolution Date 06/07/2005

Customer stated they were unable to hear the CA.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's Quality Assurance score is 95.6%.

Technical Complaints—Miscellaneous

Inquire Date 03/22/2006

Record ID 9249

Call Taken By Supervisor

CA Number

Responded By Customer Service

Response Date 03/22/2006

Resolution Date

Customer was having difficulties with their VCO connection through the relay. Customer has an automatic VCO connection set in their profile.

Supervisor checked the customer's profile at the workstation. The profile showed a voice connect mode and the customer's speed dial list was also missing. The information was forwarded to the technical department. The technical department made the correct revisions and the customer's profile has been implemented. Customer was satisfied.